



GOVERNMENT OF  
WESTERN AUSTRALIA



# **Ministerial Advisory Council on Disability**

## **Western Australia**

### **ANNUAL WORK REPORT 2010**

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*This report covers the 2010 calendar year, following a decision by Council to align its planning and reporting timelines.*

The terms Council or MACD have been used interchangeably throughout this report and refer to the Ministerial Advisory Council on Disability (Western Australia).

This Report is available in alternative formats upon request - please contact the Council office.

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## CHAIRPERSON'S REPORT

The Ministerial Advisory Council on Disability has an important and legislated role to keep the Minister for Disability Services informed about major issues affecting the lives of Western Australians with disability, their families and carers. There are many issues which are ongoing and require long term work and cultural change to have an effect, as well as issues which arise or are relevant to this year. We take time out each November to decide on our priority areas and plan how to address them. These priority areas are worked on throughout the year and, in addition, Council also addresses other issues that arise regularly and require action. In my Chair's report I will highlight some aspects of our work during the year; however the annual work report as a whole provides comprehensive detail of the work of Council, both planned and reactive.

### Membership

The membership of the Council changes when a person finishes their term and we had six new members join Council in 2011 in March and November and three retire throughout the year. Jackie Softly, who was the Chair of the MACD in 2010, retired in November and so much of this report is taken from her monthly reports.

The members who joined Council in March were Ishtar Beetham; Kim Hawkins and Ranil Ratnayake followed by Samantha Connor, Dr Katie Ellis and Jacqueline Red in November. They have brought their unique experience to Council with enthusiasm and rounded out the skills and knowledge of the Council. Alexander Clark retired in July after many years of faithfully keeping the Council up to date on disability in the media and the issues of people with hearing impairments. Melinda Manners (2010 Deputy Chair) retired in August with an excellent track record of asking probing questions and keeping regional access and issues on the agenda. Then in November Jackie Softly retired as Chair and from Council. Jackie provided a grounded perspective for Council, keeping us on track with a light hand and reminder of what the role of Council is for and who we represent – people with disability, their families and carers. Jackie focused the Council on ensuring we were relevant and in touch with the sector we represent. Her focus on Building a Better Council has led to much improvement in the way Council works. In Jackie's last report to Council she said:

I believe implicitly in the role of Council as an agent of change for people with disabilities, their families and carers.....together we've brought about some significant changes, and I know this will continue thanks to everyone's passion and stickability.

I was voted in Deputy Chair in August taking over from Melinda Manners and was appointed as Chair in November by Minister O'Brien.

## **Council Activities**

Some of the highlights for Council in 2010 that I would like to point to were:

1. Building a Better Council
2. Access and inclusion issues, and
3. Involvement of people with disability, their families and carers.

The Building a Better Council was initiated by Jackie Softly to both increase the profile of Council as well as improve the way Council works. This has led to Council members having a better understanding of our role, practising more inclusive meetings and getting to know each other and our expertise. It has also led to a new logo which we feel better represents Council and its purpose and which was designed by Mr David Crocker, the winner of our logo competition. Look out for our new logo.

I believe there are two themes which run through all of the work that Council undertakes. These are access and inclusion, and, the involvement of people with disability, their families and carers in policy and decision making.

In 2010 these themes came through with our participation in the Reference Group for the Fiona Stanley Hospital Development, representation and involvement in the You're Welcome project and input on access issues in many other settings. Also our work on the Accessible Air Travel booklet highlights the information needed for people with disability to effectively access something many people take for granted. We have also kept a close eye on the process of Disability Access and Inclusion Plans (DAIPs) through our meetings with the Minister and Disability Services Commission (DSC). Although Council often raises the issue of compliance with actioning DAIPs in a timely manner we do believe that they make a difference and can make for more accessible and inclusive environments for people with disability, their families and carers. This is an area Council continues to work on in an ongoing way.

Often in the briefing papers and advice we supply to the Minister we are calling for more involvement of people with disability, family and carers in policy, projects, program implementation and on decision making bodies. In 2010 we were pleased to see that these same themes of involvement of people who use services were being focused on in the Economic Audit Committee and Count Me In: Disability Future Directions. I was appointed as Co-Chair (along with Dr Ron Chalmers) of the Count Me In Implementation Steering Committee. The steering committee members have been selected for their individual expertise and not as representatives of organisations, so although I have not been officially representing MACD I have tried to ensure the communication of issues and initiatives both ways.

Our constant reminder to the Minister and the DSC of the need for involvement of people with disability, their families and carers has seen the Council take on representative roles in a number of projects such as the Disability Support Worker

Training Project, You're Welcome and the Catastrophic Injury Research to name a few. We have also been engaging with the DSC on how to increase the involvement of people with disability, their families and carers more broadly. This is work that we are continuing in 2011.

### **Chair's role and activities**

The Chair of the Council has a role that includes being the direct link to the Minister and direct liaison and exchange with the DSC through sitting on the DSC Board.

In her role as Chair and DSC Board member Jackie Softly attended numerous events including Reference Network Meetings and Board visits to regional areas. A highlight of her term in 2010 was her visit to Newman where she met with Local Area Coordinators (LACs), members of the local community and local services. The main points she highlighted about her visit were:

- ⤴ Access, tactile paving in the town.
- ⤴ Challenges of transient population: mining families, travelling seniors, Aboriginal population.
- ⤴ Creative ways to deliver services, LAC is working with other organisations to engage with people who aren't living in town e.g. Aboriginal people living in remote communities.
- ⤴ Public transport issues.

Jackie's personal expertise in disability access, plain English, her experience as a parent, and her knowledge of the issues of unfunded agencies that support people with disability and their families have contributed greatly to her role. She raised access issues with the Perth Railway Station, communication issues with DSC and advocated for more support and involvement of unfunded agencies by DSC. She highlighted how events like the LAC Country Forum provides a great opportunity for people with disability and their families to hear about initiatives and suggested that a forum similar be held for metropolitan people. She also represented the Council on national consultations such as the Research and Development Roundtable, raising the point of people with disability and their families being drivers of research agendas and as researchers. Jackie had a very busy year in 2010 and was a great asset to Council in her time as Chair.

In 2010 we had the Hon Simon O'Brien MLC as Minister for Disability Services. The Minister attended full Council meetings on two occasions, as well as our Council Christmas lunch. At the end of Jackie Softly term as Chair the Minister also arranged afternoon tea with the Governor at Government House for the full Council in November. We would like to thank the Minister for welcoming, valuing and acting on the advice provided by Council as well as pro-actively seeking our input on issues. We valued our relationship with the Minister and feel he contributed greatly to improving the outcomes for people with disability, their families and carers in Western Australia. We look forward to having a similar relationship with new Minister Hon Helen Morton in 2011.

I would like to thank our wonderful dedicated staff. Gail Ambrose, our Executive Officer, provides support and advice which keeps the Council running smoothly and allows us to provide the best advice to the Minister possible. I know that Jackie Softly found Gail's support and expertise invaluable. Thank you also to Carol Ambridge, the Liaison Officer for her administrative support and vital assistance provided at Council meetings.

Finally I would like to thank the Council members of 2010 for their enthusiasm, commitment, expertise and belief that the Council has an important role to play and can make a difference.

A handwritten signature in black ink, appearing to read 'S Jenkinson', written in a cursive style.

**Samantha Jenkinson**  
Chairperson

## EXECUTIVE OFFICER'S REPORT

I am continually amazed at what some individuals achieve in their everyday life for themselves and their families and then go onto work tirelessly for others who are in a similar situation.

Recently I stumbled over a very relevant phrase which I think fits many of the dynamic and passionate members I have known over the past 15 years whilst working for the Council –

“Those footprints in the sands of time were not made by people who stood still!”

I am talking about the Council members that tirelessly work to improve the lives of people with disability, their families and carers and still maintain an energetic drive to do more to create change. If only that energy and drive could be bottled!

This year we experienced major turnover with the Council Executive. Succession planning ran smoothly with Jackie and Melinda retiring from their positions as Chair and Deputy Chair several months apart. This allowed Samantha Jenkinson to move into the role as Deputy Chair and appointed by the Minister as Chair by the end of the year. Trevor Paterson was then voted in as Deputy Chair to Samantha. Throughout the year six new members were appointed and brought a range of varied perspectives to the work of Council. I welcome them and look forward to working with them over the coming years.

Some of the work in 2010 included continuation of the Building a Better Council Project which included a range of tasks for office staff to implement throughout the year. The tasks included development of an email distribution network to connect with the community to inform and gain input on issues, improvements were made to the Council website and Council branding was undertaken. The strategies for these activities will be realised further in 2011.

As Council representative I worked on a joint project with Mark Hutson from the Disability Services Commission and Kerrie Duff from People With Disabilities (WA) Inc. The project was to develop a resource for people with disabilities travelling by air. The intent was to assist people to make arrangements before they travel, outline what they could expect during their flight and departure from the airport. This booklet will be completed and launched in 2011.

Council continued raising awareness on access issues at Perth CBD train stations. Jackie Softly and I attended an onsite meeting with staff from the Public Transport Authority to discuss the progress of access issues raised in a report previously developed by the Council.

They say that no company ever employs a good man/woman - they just borrow him/her for a few years in his/her life before he moves on to better and more enjoyable things. This is very much the case with members of the Council. Many

members move on to other activities within the community after their four year term to continue with their awareness raising and advocating for a better life for people with disability and their families. I am also sure that their time on the Council provides them with a greater knowledge and better understanding of how to advocate change within the system.

As another year draws to a close I want to take this opportunity to thank the members for all of their hard work throughout 2010 – it is much appreciated. A particular thank you to Jackie Softly and Melinda Manners in their roles on Council Executive, they will be sadly missed both personally and professionally.

Personally and on behalf of members I would like to acknowledge appreciation and thanks to Carolyn Ambridge for her dedication and outstanding organisational talents in supporting both myself and members.

On behalf of the members I would like to thank our observers Michael Peverley representing the Department of Families, Housing, Community Services and Indigenous Affairs and Alison Blake representing the Disability Services Commission. Michael and Alison attended our monthly meetings and provided members with up to date information and answered our many queries.

We look forward to continuing our work in 2011 with enthusiasm and interest.



**Gail Ambrose**  
Executive Officer

## OVERVIEW OF THE COUNCIL

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### PURPOSE AND ORIGIN

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#### State

The Ministerial Advisory Council on Disability (the Council) is an independent body constituted under the Disability Services Act 1993 to provide advice to the State Minister for Disability Services on matters affecting or likely to affect people with disabilities, their families and carers. The Council was established in accordance with Part 3 and Schedule 5 of the Disability Services Act 1993.

Council is comprised of 14 members selected and appointed by the Minister. Membership must reflect the spectrum of people with a disability and includes people with disabilities, family members, carers, advocates and service providers. The Chair of the Council is also a member of the Board of the Disability Services Commission with full voting rights and undertakes the same activities in this role as other Board members.

#### National

The Council maintains networks with other State and Territory Disability Advisory Councils across Australia. While the Council does not have a mandate to formally advise any Australian Government Minister, agency or body it provides input into national issues where appropriate and that are endorsed by the State Minister.

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## COUNCIL RELATIONSHIPS

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The Council undertakes its work through consultation with the sector through the members' networks and linkages within the disability community. The diagram below shows the linkages within the community and flow of information gathering:



### Description of diagram:

The diagram above includes three shapes in a central vertical position and four shapes (two either side). The top shape represents people with disability, their families and carers with an arrow to the Council followed by an arrow to the WA State Minister for Disability Services. This represents the flow of information and advice coming from the community through the Council and onto the Minister. The other four shapes depict secondary links to State and Territory Disability Advisory Councils, Disability Sector Organisations and Peak Bodies, the Disability Services Commission Board and the Disability Services Commission.

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## STRATEGIC FRAMEWORK

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The Ministerial Advisory Council on Disability's Strategic Framework assists the Council to deliver a strategic approach when providing valuable information and advice to the Minister for Disability Services. The framework content outlines "What we are going to do" and "How we are going to do it".

The framework includes the following five Focus Areas:

- **Focus Area 1 - Getting Everyone's Input**  
This focus area describes how the Council will consult with people with disabilities, their families and carers, advocates and the wider community of Western Australia as required by the state Disability Services Act 1993.
- **Focus Area 2 - Connecting with Government and the Community**  
This focus area describes how the Council will connect with Government and the community of Western Australia to create positive changes for people with disabilities, their families and carers.
- **Focus Area 3 - Increasing Awareness**  
This focus area describes how the Council will work to increase community awareness regarding people with disabilities, their families and carers.
- **Focus Area 4 - Working together with the Minister**  
This focus area describes how the Council works together with the State Minister for Disability Services and Ministerial staff.
- **Focus Area 5 - How the Council works**  
This focus area describes how the Council manages its role.

For further detail visit our website and go to 'Publications' [www.macd.wa.gov.au](http://www.macd.wa.gov.au)

## **REPORT ON COUNCIL ACTIVITIES FOR 2010**

### **ANNUAL WORK PLAN**

In November 2009, the Council conducted a planning session for work to be undertaken in 2010. The following Annual Work Plan was developed:

### **2010 PRIORITIES**

1. Building a Better Council (2 year project 2009-2010)
2. Communications
3. Education
4. Air Travel Booklet for People with Disabilities
5. Culturally and Linguistically Diverse Issues
6. Unfunded Agencies

An update on each priority follows:

#### **1. Building a Better Council (BBC)**

The BBC project began in 2009 and Council continued work on the BBC Action Plan throughout 2010. A majority of the tasks related to improving how the Council operates. We examined how we work and how we could improve the effectiveness of our work, in particular the internal operations of the Council. The steps were noted and included in several internal documents including the members' duty statement and induction packages. Some key points were:

- Ensuring all members and staff understood the role and purpose of the Council
- Making sure everyone has a voice
- Preparing for meetings
- Making meetings more user friendly and accessible
- Sustaining momentum between meetings
- Professional development
- Attendance at sector events
- Getting to know each other better – developing a team culture

The following items were developed:

- Council branding:
  - development of a positioning statement
  - development of a new logo – a logo competition was conducted for people with disability. The launch of the new logo will occur in 2011

- Members' Duty Statement
- Development of a 'Council Distribution Network' consisting of individuals, peak bodies and the service sector. This network will be used to connect with the community to inform and gain input on issues
- Ongoing improvements to the Council website

Further efforts will continue in 2011 on how we consult with the community and to further increase the profile of the Council. Another area is developing strategies to increase the profile of people with disabilities, their families and carers within the community of Western Australia.

## **2. Communications**

### **Media language**

The Council is very mindful of appropriate and inclusive language particularly in the media. Two of our members, Mr Alexander Clark and Ms Yolanda Berg monitored the print media and collated examples of inappropriate language and negative imagery. Council noted that improvements had been made and will continue to monitor and highlight, to relevant parties, particular areas where improvements could be made.

### **Publications – Plain Language**

Work on this area is done on an ongoing basis. Following the release of many publications from government and the disability sector, the Council queries and suggests to authors/publishers the use of Plain and Easy English.

### **Alternative communication strategies**

As above the Council encourages the use of alternative formats of written documents and communication strategies, in particular when undertaking consultation with individuals with disability.

## **3. Education**

### **Post School Options**

A briefing was provided by Commission staff to the Council in March 2010. The issues included:

- More clarity around eligibility and the processes.
- The two funding streams for similar activity for PSO ATE and Adult ATE.
- Ongoing support and advice to students and the family throughout the process.
- Advice to applicants of all the options that are available to make an informed choice that suits their requirements.
- The Independent Needs Assessment process; engaging with the student and family and focusing on what a person wants

- Funding to include a comprehensive Person Centred Planning process.
- Those who fall through the gaps and may miss out on services.
- Flexibility of the PSO and ATE programs for when situations change.
- Development of country service provision.
- The development of mixed options of ATE and other employment options and smooth transitions for people to move from supported employment to open employment.

A briefing paper will be provided to the Minister in 2011.

### **Curriculum Support Package (CSP)**

The focus of work on this area related to the rate of pickup of the CSP by teachers and how to encourage better use of the resource within the education sector. Some specific tasks included:

- Discussion with the Curriculum Council for the CSP to be listed as a teacher resource link on their website.
- Discussion on whether to postpone any planned review of the CSP based on the impending National Curriculum.
- Suggesting the package is included on the Commission's website.

### **4. Air Travel Booklet for People with Disabilities**

This project was jointly undertaken between the Council, People With Disabilities (WA) Inc. and the Disability Services Commission. The resource is intended for use by people with disability and their travelling companions on what to do when flying. The information includes; before you fly; making your booking; at the airport; in flight and on arrival.

The booklet is scheduled for completion and launch in 2011.

### **5. Culturally and Linguistically Diverse Issues**

A briefing note was provided to the Minister. The following issues were identified in consultation with individuals and organisations with CaLD background:

- Language barriers.
- Cultural factors in regard to the stigma and attitude towards disability.
- The need for culturally responsive services and staff.
- The need for culturally appropriate and translated information.
- The visibility of people with disability of a CaLD background (and their issues) in the media and at a wider community level.
- The representation of CaLD-disability perspectives at key decision and policy making tables.
- Consistency of data collection.
- Experiences of isolation, made worse due to linguistic and cultural barriers.

- Greater incidence of mental illness (often due to experiences of torture and trauma).
- The need to address CaLD-disability issues by government and the service sector.

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## **WATCHING BRIEFS**

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The following items were listed as watching briefs. The Council received updates on the activities for each area listed below and monitored the impacts that these activities had on people with disability, their families and carers.

### **State**

- People with Exceptionally Complex Needs Project
- Combined Application Process
- Disability Future Directions Implementation

### **National**

- National Disability Strategy
- UN Convention on the Rights of Persons with Disabilities

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## EXTERNAL COMMITTEE REPRESENTATION

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Council members are asked to represent the Council on various committees/working parties. Council's representation on external committees for 2010 is outlined below:

- **Catastrophic Injury Research Project Steering Panel**  
Samantha Jenkinson
- **Centrelink Community Consultative Committee on Disability**  
Melissa Northcott
- **Consumer Engagement Framework Committee**  
Jackie Softly, Noreen Fynn, Samantha Jenkinson and Gail Ambrose
- **Disability Support Worker Training Project Reference Group and Industry Advisory Group**  
Samantha Jenkinson    Crispin Roberts proxy
- **DSC Carers Recognition Act Reference Group**  
Melinda Manners        Jackie Softly proxy  
  
Sub Group – Sector Training Project  
Steering Group – Jackie Softly  
Expert Readers' Group – Melinda Manners
- **Fiona Stanley Hospital Design and Interiors Reference Group**  
Jackie Softly and Greg Madson
- **You're Welcome Access Initiative Committee & WA Accessible Tourism Reference Group**  
Samantha Jenkinson / Gail Ambrose        Lee Ugle proxy

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## **OTHER WORK**

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The Council undertakes activities in addition to the key priority areas that are outlined in the Annual Work Plan. The following comment provides an overview of work that was undertaken throughout 2010.

### **Disability Services Commission's Family and Carer Support Policy Framework – January 2010**

The Council Executive provided comment on the Commission's Draft Family and Carer Support Policy Framework.

### **Carers Recognition Act Training Steering Committee – March 2010**

Jackie Softly attended two meetings of this steering committee. The aim was to develop a resource for direct care staff of disability service providers to give them an increased understanding and awareness of the requirements of the Carers Recognition Act to work in accordance with those requirements. The project is being run by Carers WA. The committee's work was forwarded periodically to the expert readers group for feedback. Melinda Manners represented the Council on this group.

The resource will be an informal learning resource and will contain a set of learning outcomes so it can be used as a competency based training tool. The resource will be concise and also published in Plain English following accessible information guidelines. There will be a workbook in hard copy and online.

### **Eligibility for Services – April 2010**

There were two issues raised with the Disability Services Commission that related to eligibility for services. They included:

1. The provision of misinformation to clients regarding the Eligibility for Services Policy; and
2. Eligibility and services provided to people with disability who are ageing.

### **Transport – April 2010**

Stemming from a report on access at Perth CBD train stations Jackie Softly and Gail Ambrose met with Public Transport Authority (PTA) staff to view the access issues at Perth Train Station and Perth Underground Station. Some of the issues included:

- Signage – colour and size
- Stairways
- Contrasting colours
- Elevator buttons
- Directional tactile paving
- Shore line rails

Many of these items will be corrected through upcoming redevelopment. The remaining issues for action have been incorporated into a PTA capital works action list.

### **Productivity Commission National Disability Care and Support Scheme**

The Council undertook various activities including consultations to gather feedback to inform a submission on the National Disability Care and Support Scheme. The final report was submitted to the Minister for Disability Services. Members and staff attended various events throughout the year. Reports have been provided below:

#### **21 June 2010: Disability Services Commission facilitated forum**

Jackie Softly attended this session at the Commission where Bruce Bonyhady had outlined the process so far.

#### **22 June 2010: Discussion Forum - WA Perspectives on a Long Term Disability Care Support Scheme – Duxton Hotel**

Noreen Fynn, Kim Hawkins, Greg Madson and Gail Ambrose attended this event. The following points were raised:

- People were struggling with what the model is and how it will work.
- The key point for the initial modelling of the scheme was severe and profound disability. It is important that eligibility be broader than severe and profound.
- Bruce Bonyhady, the key speaker at the event, reiterated people's concerns around the scheme being an economic model and not a social model.
- Difficulties in obtaining support from the general public if the model is a taxation scheme or a Medicare levy. Explanation of the terminology is needed; the difficulties in selling it to the general public as 'insurance'. There will also be difficulties selling it within our own sector and government.
- Concerns of turning the public against people with disability because of additional tax - the importance for families to talk about disability to the community.
- The Disability and Carer Alliance have provided substantial funding for a campaign; this will include national and state steering groups
- Talking about a long term disability care and support scheme and a National Disability Insurance Scheme is creating confusion
- Acknowledging that there are problems with the system but ensuring what does work well remains.

#### **22 June 2010: Bruce Bonyhady and the Disability Coalition**

Campaign for a National Disability Insurance Scheme (NDIS)

- Concerns were raised with supporting a scheme where the details haven't been determined. Bruce responded that this is the time. With the Government directing the Productivity Commission to look at a disability scheme it is time for the disability community to push forward with what they want and have a say. This opportunity may not present again.

- Discussion on where to from here and the role the Disability Coalition could play in the campaign.
- Forging alliances within the community to move forward with the scheme.
- National and state campaign committees to be established.
- A suggestion of 10 people to visit every federal politician on one day.
- Campaigning and designing for the scheme is being done simultaneously.
- Commitment from politicians to major reform in disability.

Concerns raised:

- Who is eligible and who is not? All people with disability or only some people with disability, e.g. severe and profound
- Not losing what we already have
- Uncertainty of funding
- Will it be as part of an entitlement
- Changed needs
- Assessment processes
- Informed choice – people need information and support

## **22 July 2010: Public Hearings - Productivity Commission Public Inquiry**

Jackie Softly attended some parts of the Hearings.

## **23 July 2010: Productivity Commission meeting and public forum**

The Disability Coalition (MACD is an observer on this group) organised the member groups to meet with the Productivity Commissioner followed by a public forum at the Boulevard Function Centre.

## **DSC Strategic Plan 2011-2015 Writing Workshop - July 2010**

Jackie Softly and Noreen Fynn attending writing workshops to assist in writing and developing the Disability Services Commission's Strategic Plan.

## **Revision of the National Standards for Disability Services - July 2010**

The National Standards for Disability Services were being revised to improve and measure outcomes for service users, modernise language and concepts, address gaps and better reflect contemporary organisational practice.

The revision was undertaken by Australian, State and Territory governments as part of the development of the National Quality Framework for Disability Services in Australia, a key priority in the National Disability Agreement.

Consultations occurred in all Australian states and territories between April and June 2010 with a variety of stakeholders, including service users, providers and planners.

The Council's submission was developed based on comments received from members of the Advisory Council, based on their own experiences and

perspectives as well as on feedback from other people in their networks and other connections.

### **National Disability Strategy – Research and Development – August 2010**

In 2009, the Australian and State and Territory Governments agreed to a National Disability Agreement (NDA). The NDA has identified a set of outcomes designed to improve:

- Economic and social contribution and inclusion of people with disability, their families and carers: and
- Policy and practice in contemporary service delivery for people with disability, their families and carers.

A disability research and development agenda is important to achieving these outcomes. To develop this further local roundtables were held in each State and Territory to feed into a national roundtable. The process is being overseen by the Disability Policy and Research Working Group. People with disability, their families and carers, non-government organisations, academics, government agencies and other stakeholders attended the local roundtables in each State and Territory.

On 27 August 2010 Jackie Softly, MACD Chairperson attended the Western Australian Local Roundtable to discuss and develop a local disability research and development agenda. This helped to identify and set appropriate research themes and directions for discussion at the National Roundtable.

### **Economic Audit Committee (EAC) – August 2010**

The Council was kept informed of progress that was being undertaken by the EAC and was updated on the newly established Partnership Forum. This forum includes representatives from state government agencies and the community sector with a purpose of developing a stronger relationship between both sectors and to work together to achieve successful outcomes for all Western Australians.

With the Minister approval, Jackie Softly and Samantha Jenkinson met with staff of the Department of Premier and Cabinet to provide further information on consumer engagement and participation and provided some examples of collaborative models that could be used to improve policy development. Also relayed was the importance of all projects and reviews having individual, family and carer representation to ensure that a consumer voice is considered in all matters that will ultimately impact on individuals, families and carers. “Nothing about us without us” or “With us not for us” are slogans which recognise consumers as part of the decision making processes.

**Designing Your Own Services Forum:** Council members and staff attended a forum on 5 August 2010 at Technology Park Function Centre in Bentley. The event was organised by the Disability Coalition of Western Australia to discuss the EAC report’s findings in the area of Designing Services to Meet Citizens Needs. The forum’s program included what the EAC report says about community services and

how this is being progressed. Attendees were able to have a say in shaping how services can be improved and to respond to some of the report's key recommendations.

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## MEETINGS

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The following meetings were attended by Council members and staff throughout 2010:

- Council - monthly
- Minister for Disability Services
- Council and Disability Services Commission Board Chairpersons (Joint Chairs)
- Council members and Disability Services Commission Board members – June 2010
- Disability Coalition (disability peak bodies) - Executive Officer

The Council Chairperson as a Disability Services Commission Board member undertook the following activities throughout 2010:

- Monthly DSC Board
- Special DSC Board held at various agencies
- Country Board visit
- Reference Networks

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## COUNCIL MEETINGS

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*Items of discussion at the Council meetings are outlined throughout this report.*

- The Council meets on the last Friday of each month (excluding December).
- A representative from the Disability Services Commission attends as an observer, as recommended in the 2002 Review of the Disability Services Act 1993.
- A representative from the Department of Families, Housing, Community Services and Indigenous Affairs attends as an observer, in accordance with the Commonwealth State Territory Disability Agreement.
- The State Minister and Ministerial staff attends twice a year.
- Guest Speakers are invited to provide briefings on current and emerging issues.
- The Disability Services Commission's Director General and staff provide briefings to Council on specific matters.

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**Regular meetings with Council Executive**

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Regular meetings are held with the State Minister for Disability Services to provide advice on issues currently being considered by the Council. These meetings are attended by the Chairperson, Deputy Chairperson and Executive Officer. Other members of the Council who have particular knowledge on an item may also attend.

The Council advises the Minister on strategic issues as well as reactive issues as they arise. Identification of issues, in accordance with the Council's legislative mandate, is carried out by close and continuous liaison with the disability community whose opinion is sought, where appropriate, on issues under consideration.

The Council provides advice to the Minister through briefing notes or in person at regular meetings. During 2010 the Council provided information to the Minister on the following matters:

Meeting agenda items:

- Succession Planning
- Membership Applications
- MACD Logo
- Country Age Pension Fuel Card
- MACD submissions into State and National Consultations
- Productivity Commission Public Inquiry
- Meeting with representative of the Department of Premier and Cabinet regarding consumer engagement
- Government House Visit
- Minister's attendance at Council Meeting

**The following reports were submitted to the Minister:**

- CaLD Issues Briefing Note – March 2010
- Revision of the National Standards for Disability Services – July 2010
- Productivity Commission Public Inquiry into a Disability Care and Support Scheme – September 2010
- Western Australia Mental Health Towards 2020 Consultation – October 2010

## **Minister's attendance at Council meetings with all members**

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### **Hon Minister Simon O'Brien MLC and Mr Stephen Eadie, Principal Policy Adviser Disability - Friday 25 June 2010**

The Minister attended the meeting from 10:00am to 11:00am.

The Minister noted the reappointments of Yolanda, Samantha, Trevor and Lee to their second term on Council and welcomed Ranil, Kim and Ishtar who were recently appointed.

#### **Items discussed:**

- State Government Budget 2010 - 2011
- Housing for people with disabilities
- Community Sector Partnership Forum
- Community and Disability Services Ministers' Conference
- Count Me In: Disability Future Directions
- Mandatory sentencing
- TUSS Cap increase
- MACD Logo and Positioning Statement
- MACD Membership recruitment
- CaLD Ministerial Briefing Note
- Transport

#### **Other Events**

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##### **Government House Visit**

The Council members and staff visited Government House on 12 November 2010 for afternoon tea with the Governor of WA Dr Ken Michael AC and the Hon Minister Simon O'Brien MLC. The visit also included a tour of Government House by His Excellency.

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## **DISABILITY SERVICES COMMISSION BOARD**

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### **Joint Chair's Meetings**

Although the Council's mandate extends beyond the Commission we have a strong working relationship with the Commission Board and staff. The Council Chairperson, Deputy Chairperson and Executive Officer attend bi-monthly meetings with the Commission's Board Chairperson, Director General and Manager, Strategic and Executive Services. Several meetings were held in 2010 with the following items discussed:

#### **Council Items**

- Curriculum Support Package
- Independent Public Schools
- Eligibility Policy for Specialist Disability Services
- People who have disengaged from Local Area Coordination
- Perth Railway Station Access Audit Report
- Air Travel Brochure
- Productivity Commission Inquiry - National Disability Care and Support Scheme
- Access Issues in Kalgoorlie and Boulder

#### **DSC Items**

- National Disability Insurance Scheme
- WA's Individualised Funded Services
- Local Area Coordination – 100 conversations
- Count Me In – Disability Future Directions
- People with Exceptionally Complex Needs (PECN) Pilot Project

### **Joint Meeting of the Ministerial Advisory Council on Disability and the Disability Services Commission Board**

A Joint Meeting of all members of the Ministerial Advisory Council on Disability and the Disability Services Commission Board was held on Friday 6 June 2010.

Agenda items included:

#### **MACD items**

- Board and Council working together
- Consumer representation/participation
- Retirement of MACD Deputy Chairperson

#### **DSC Board Items**

- Premier's Community Sector Partnership Forum
- Disability Sector Wide Pandemic Response
- Quality Management Framework Implementation Progress
- Home and Community Care Reform
- Respite Facilities Implementation Progress

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## GUEST SPEAKERS AT COUNCIL MEETINGS IN 2010

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Council regularly invites guest speakers to meetings to inform members on priority areas, emerging issues or new initiatives and/or policy. This also provides an opportunity for Council to provide comment on the subject area. The following lists the speaker and subject area they presented on:

- **Ms Debbie Karasinski:** Taxi Industry Board  
Taxi Industry Board
- **Mr Peter Batini and Mr Geoff Holden:** Disability Services Commission  
Post School Options Program and Alternatives to Employment program:
- **Ms Jacqueline Burns:** Department of Education  
Pathways and Transition
- **Ms Jenni Perkins:** Disability Services Commission  
Draft National Disability Strategy and an update on other national issues.
- **Ms Jacki Hollick:** Disability Services Commission  
Positive Behaviour Framework
- **Mr Garry Young:** Disability Services Commission  
Community Living Initiative
- **Ms Robyn Massey:** Disability Services Commission  
LAC issues
- **Ms Kerry Stopher and Mr Richard Mathews:** Disability Services Commission
  - Feedback on the revised draft of the Commission’s Strategic Plan
  - Update on Count Me In.
- **Mr Mark Hutson:** Disability Services Commission  
Access to Air Travel - 12th International Conference on Mobility and Transport for Elderly and Disabled Persons (TRANSED 2010) Hong Kong

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## NETWORKING EVENTS AND MEETINGS

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Throughout the year the Council members and staff attend various events including public forums, consultations, launches and awards. These events provide opportunities for members to network, gather information, participate in discussion and increase the profile of the Council.

Council members and staff attended the following events throughout 2010:

- “Our Voices, Our Journeys” CaLD - DVD Launch
- Hon Jenny Macklin MP, Minister for Families, Housing, Community Services and Indigenous Affairs Public Forum
- Enduring Powers of Guardianship and Advance Health Directives
- Access to Women’s Health Services for Women with Disabilities Report Launch
- Access to Premises Standards 2009 Seminar “What do they mean and how will they be applied?”
- Disability 2010 Your rights at work and play forum
- Disability Workforce Issues Consultations – The Australian Federation of Disability Organisations (AFDO)
- WA Individualised Funding Services (WAIFs) Launch
- “Our Space, Safe Place” Project Launch by the Injury Control Council of Western Australia (Inc)
- A forum for Families of Children with Disabilities or other Special Needs - Kalparrin and the New Children's Hospital Project Team
- Designing Services to Meet Citizens Needs
- Everyday Lives in Everyday Communities
- Disability and Ageing - Dr Alexandre Kalache
- In Control Australia meeting with the sector
- Office of the Public Advocate’s World Elder Abuse Awareness Day
- WA Perspectives on a Long Term Disability Care Support Scheme Discussion Forum
- Public Hearings - Productivity Commission Disability Care and Support Public Inquiry
- Launch of Individual Disability Advocacy Service (IDAS)
- The Future of Disability in Australia: How do we win the battle for equal treatment
- Long Term Care and Support - Sharing our Stories with the Productivity Commissioner
- DSC Strategic Plan 2011-2015 Writing Workshop.
- Economic Audit Committee Public Forum

- CEO's Forum – The Economic Audit and the Future of Disability Services
- WA Disability Research and Development Roundtable
- Access to Premises Building Standards
- Jenni Perkins and Eddie Bartnik farewell
- ASSID WA State Conference 2010
- Working in the West 2010
- Adopt a Politician Event
- PWdWA Annual General Meeting
- Research Seminar and Launch of Baptistcare Project
- Paul Born – Motivational Speaker
- Living in the West 2010
- Count Me in Scholarship Presentation
- DSC Board Christmas Function
- 2010 Count Me In Awards
- Launch of Health and Disability Services Complaints Office

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## REPORTS FROM NETWORKING EVENTS AND MEETINGS

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### **Secure and Sustainable Pension Reforms Community Forum - February 2010**

Alexander Clark attended a community forum to learn more about the Rudd Government's pension reforms with Hon Jenny Macklin MP, Minister for Families, Housing, Community Services and Indigenous Affairs. Alexander reported that there were approximately 200 people in attendance and several Centrelink representatives to respond to questions. Some of the issues included:

- The problems facing aged, disability and carer pensioners.
- Health problems.
- Caring issues.
- Parents concerned with their children's future care.

### **Access to Women's Health Services for Women with Disabilities – March 2010**

Samantha Jenkinson attended this event for the launch of the Report of the Access to Women's Health Services Project. The event was organised by PWd (WA) Inc. Some concerns highlighted at the forum included:

- The second biggest issue to access to health services is transport reliability including both taxis and other public transport.
- Health education for women with disabilities.
- Sexual health for people with intellectual disability.

### **Everyday lives in Everyday Communities – May 2010**

Noreen Fynn attended the "Everyday lives in Everyday Communities" as MACD representative along with Samantha Jenkinson. The workshop was a two day event with a range of world leaders in person centred thinking and planning. Some areas of discussion included:

- Conversational Leadership - to change the culture, change the conversation
- Dimensions of Inclusion
- United Nations Convention
- My Own Home – My Own Job
- Traffic lights – Services Green / Red
- Power and challenge
- Creating more green spaces:
- Valued Opportunities for Community Participation means:

### **WA Accessible Tourism Reference Group – May 2010**

Samantha Jenkinson and Gail Ambrose attended this meeting. This reference group is comprised of peak tourism and disability agencies/organisations. The meeting focussed on reviewing the strategic plan and focussed on the accessibility of accommodation and tourist venues.

### **In Control Australia meeting with the sector - June 2010**

The aim of the meeting was to discuss individualised funding, description of the work of In Control Australia and to contribute to the In Control Australia submission to Productivity Commission regarding a National Disability Insurance Scheme (NDIS).

Discussion was held on the following points of Individualised Funding:

- Our understanding of Individualised Funding; the real meaning
- Flexibility of services
- Advocacy → amplification
- Eligibility and assessment tools
- Individualised funding means being in control - under control of the individual and family
- Individual budget – accountable and responsible
- People buying services rather than receiving services
- Individualised funding – four principles and values
  1. Personalised
  2. Portable
  3. Flexible
  4. Transparent

### **Bali Holiday – Access – November 2010**

Mr Lee Ugle travelled to Bali for a holiday in October 2010. Lee provided information and photos at a MACD meeting and outlined information on his accessible villa and access issues around Bali.

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## COUNCIL MEMBERSHIP 2010

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### COUNCIL MEMBERS

Membership of the Council is drawn from interested persons who have experience, skills or knowledge of disability. For member profiles visit the Council website: [www.macd.wa.gov.au](http://www.macd.wa.gov.au).

Ms Jackie Softly (Chair)	3 <sup>rd</sup> Term 24/11/2008 – 23/11/2010
Ms Ishtar Beetham	1 <sup>st</sup> Term 8/3/2010 – 7/3/2012
Ms Yolanda Berg	2 <sup>nd</sup> Term 1/1/2010 – 31/12/2011
Ms Samantha Connor	1 <sup>st</sup> Term 22/11/10 – 21/11/12
Dr Katie Ellis	1 <sup>st</sup> Term 22/11/10 – 21/11/12
Ms Noreen Fynn	1 <sup>st</sup> Term 16/3/2009 – 15/3/2011
Ms Kim Hawkins	1 <sup>st</sup> Term 8/3/2010 – 7/3/2012
Ms Samantha Jenkinson (Deputy Chair)	2 <sup>nd</sup> Term 1/1/2010 – 31/12/2011
Mr Greg Madson (Treasurer)	1 <sup>st</sup> Term 16/3/2009 – 15/3/2011
Ms Melissa Northcott	1 <sup>st</sup> Term 16/3/2009 – 15/3/2011
Mr Trevor Paterson	2 <sup>nd</sup> Term 1/1/2010 – 31/12/2011
Mr Ranil Ratnayeke	1 <sup>st</sup> Term 8/3/2010 – 7/3/2012
Ms Jacqueline Reid	1 <sup>st</sup> Term 24/11/10 – 23/11/12
Mr Crispin Roberts	1 <sup>st</sup> Term 16/3/2009 – 15/3/2011
Mr Lee Ugle	2 <sup>nd</sup> Term 1/1/2010 – 31/12/2011

### RETIRING COUNCIL MEMBERS IN 2010

Mr Alexander Clark	July 2010
Ms Melinda Manners	August 2010
Ms Jackie Softly	November 2010

### COUNCIL STAFF

Ms Gail Ambrose	Executive Officer
Ms Carol Ambridge	Acting Support Officer